

VNA-COMMUNITY SERVICES, INC.
JOB DESCRIPTION

TITLE: Personal Navigator (Pottstown & Norristown Area)

The VNA-Community Services Personal Navigator Program is seeking a full-time Personal Navigator to work out of the Norristown and Pottstown locations. The Personal Navigator Program is a one stop access, advocacy and enrollment program assisting Montgomery County residents in navigating and enrolling into a variety of public benefits to promote health, wellness and financial stability.

PRIMARY FUNCTION: The Personal Navigator has the responsibility to provide comprehensive benefit eligibility consultations and enrollment services for Montgomery County residents who call into the program. The Personal Navigator will work closely with the Director and local partner organizations to provide education and enrollment assistance to individuals and groups within Montgomery County who traditionally have had limited access to health insurance and other benefits through the Federal Health Insurance Marketplace, Department of Human Services and Medicare programs. Additionally the Personal Navigator will screen, enroll and monitor benefit eligibility for other benefits, including, but not limited to SNAP, LIHEAP, CHIP etc.

I. QUALIFICATIONS/ SKILLS:

- A. Minimum of a 4 year degree in human services and 2 years of social service experience
- B. Solid case management/program experience
- C. Organizational and time management skills including attention to detail
- D. Proficient computer skills required; ability to comfortably use internet based applications, Microsoft applications, Efforts to Outcomes Database (ETO)
- E. Strong interpersonal/communication and leadership skills
- F. Ability to anticipate, coordinate detail and work independently
- G. Professional business appearance and demeanor
- H. Knowledge of qualifications for entitlement programs and healthcare terminology
- I. Strong oral and written communication skills
- J. Ability to prioritize multiple tasks and meet frequent deadlines
- K. Ability to work independently with minimal supervision, as well as in a team setting
- L. Possess an interest in social justice and have experience doing advocacy work for underserved populations
- M. Knowledge of Montgomery County human service system and resources
- N. Awareness of public health insurance programs, such as ACA, CHIP, Medical Assistance and Medicare

- O. Experience in providing direct service or enrollment of individuals into benefits access programs
- P. Experience and comfort presenting information to small and large groups and engaging a range of audiences through presentations, as needed
- Q. Valid Driver's License

II. ORGANIZATIONAL RELATIONSHIPS:

- A. Ascending: Director, Personal Navigator Program
- B. Descending: Not applicable
- C. Coordinating: Multi Cultural Service Coordinator, Personal Navigator Outreach Specialist & Program Secretary

III. RESPONSIBILITIES AND ESSENTIAL DUTIES

Responsibilities include, but are not limited to:

- Provide enrollment assistance through the Health Insurance Marketplace, COMPASS or Medicare.gov (completing applications, gathering required documents, providing impartial and unbiased information regarding coverage) for uninsured children and adults to access subsidized, low-cost and free health insurance programs.
- Provide screening, advocacy and/or enrollment assistance to any Montgomery County resident who is eligible for any entitlement program (SNAP, Medical Assistance, CHIP, LIHEAP, amongst others)
- Distribute outreach materials to community members and partners to build public awareness.
- Collaborate with partner organizations within Montgomery County
- Attend and present at community events in order to promote program
- Complete the Health and Human Service developed CAC web-based training and become certified as a CAC.
- Participate in webinars, conference calls and in-person trainings for continued professional development regarding the Marketplace, Medicare and other benefits
- Must follow all federal regulations and requirements put forth by the Centers for Medicare and Medicaid Services (CMS), including, but not limited to privacy and security standards
- Maintains confidentiality in dealing with VNA-Community Services, Inc., its customers, vendors, clients, and patients. Complies with HIPAA regulations and agency policies related to HIPAA compliance.
- Maintains active use and personal proficiency with computer and software programs specific to office communication and agency program management – Windows, Outlook and other applications essential to specific job requirements.
- Track all data needed for necessary reporting including but not limited to numbers of clients served by location, benefits applied for, benefits received, number and type of referrals to other agencies, and agencies who are making referrals to the program.

- Accepts other assignments as requested or directed by VNA for work within the scope of employee's general job description, education and/or licensure.

Interested qualifying candidates should send resume and cover letter to Sandra Devine at Sandra.devine@vnacs.org